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2645  
PTO/SB/21 (05-03)

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		Application Number	09/660,785
		Filing Date	September 13, 2000
		First Named Inventor	Hansen, Benjamin E.
		Art Unit	2645
		Examiner Name	Roland G. Foster
Total Number of Pages in This Submission	1	Attorney Docket Number	020366-069210US

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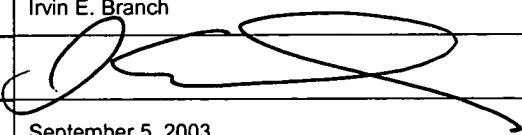
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Firm or Individual	Townsend and Townsend and Crew LLP Irvin E. Branch	
Signature		
Date	Reg. No. 42,358 September 5, 2003	

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By: Aurora Lowell  
Aurora Lowell

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Benjamin E. Hansen

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR  
ONLINE CALL MANAGEMENT

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

**AMENDMENT**

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Sir:

In response to the Office Action mailed June 5, 2003, please enter the following amendments and remarks:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.